

## SUMMARY OF THE MEASURES

*January 2009*

	WITHIN BENCHMARK	BELOW BENCHMARK	DATA NOT AVAILABLE
Overall Citizen Satisfaction	✓		
Confidence in City Government		✓	
<b>FINANCIAL HEALTH</b>			
Long-Term Fiscal Condition	✓		
Finance Report Distribution	✓		
Business Licensing		✓	
Outgoing Payment Processing	✓		
Risk Management Claims Administration	✓		
<b>COMMUNICATIONS</b>			
Citywide Communications		✓	
Citywide Communications Cost		✓	
<b>CITIZEN CONNECTION &amp; PARTNERSHIP</b>			
Volunteer Program Responsiveness	✓		
Volunteer Program Cost	✓		
Volunteer Program Customer Satisfaction	✓		

Note: Within benchmark denotes results within 5% of the benchmark.

	WITHIN BENCHMARK	BELOW BENCHMARK	DATA NOT AVAILABLE
<b>TOP QUALITY SERVICE-INTERNAL SERVICES</b>			
Facilities Service Delivery	✓		
Facilities Customer Satisfaction		✓	
Facilities Response Time	✓		
Facilities Maintenance Cost	✓		
Fleet Turnaround Time		✓	
Fleet Availability	✓		
Fleet Customer Satisfaction	✓		
Fleet Maintenance & Repair Cost		✓	
Human Resources-Injured Employee Time Off	✓		
Human Resources-Employee Turnover	✓		
Information Technology Service Delivery		✓	
Information Technology Cost			
Information Technology Satisfaction		✓	
<b>TOP QUALITY SERVICE-SAFETY SERVICES</b>			
Building Inspection Service Delivery	✓		
Building Inspection Customer Satisfaction	✓		
Fire Customer Satisfaction	✓		
Citizens Sense of Safety			✓
Crime Rate	✓		
Crime Cases Cleared		✓	
Police Responsiveness		✓	
Police Customer Satisfaction	✓		
Police Operating Cost	✓		

	WITHIN BENCHMARK	BELOW BENCHMARK	DATA NOT AVAILABLE
<b>LEARNING, CULTURE &amp; ARTS</b>			
State Library Ranking	✓		
Library Customer Satisfaction	✓		
Cultural Arts Program Participation	✓		
Art Gallery Customer Satisfaction	✓		
Art Gallery Exhibition & Education Programs	✓		
Recreation Program Adult Sportsmanship	✓		
Recreation Program Youth Sportsmanship	✓		
Recreation Adult Technicals/Ejections etc.	✓		
Recreation Youth Technicals/Ejections etc.	✓		
Recreation Overall Sportsmanship Rating	✓		
Recreation Citywide Customer Satisfaction	✓		
Recreation Participant Customer Satisfaction			✓
<b>PARKS, OPEN SPACE &amp; TRAILS</b>			
Parks Service Delivery	✓		
Parks Customer Satisfaction	✓		
Trail Program Service Delivery		✓	
Trail Program Customer Satisfaction	✓		
Trail Maintenance Costs	✓		
<b>ENVIRONMENTAL MANAGEMENT</b>			
Sewer System Service Delivery		✓	
Sewer Service Customer Satisfaction	✓		
Sewer Cost		✓	

	WITHIN BENCHMARK	BELOW BENCHMARK	DATA NOT AVAILABLE
Solid Waste Diversion			<i>pending</i>
Solid Waste Customer Satisfaction			✓
Solid Waste Cost	✓		
Storm Water Violations	✓		
Storm Water Beach Postings	✓		
Storm Water Resampling	✓		
Storm Water Maintenance	✓		
Storm Water Customer Satisfaction Response	✓		
Storm Water Customer Satisfaction Information		✓	
<b>WATER</b>			
Water Service Delivery	✓		
Water Quality	✓		
Water Service Customer Satisfaction	✓		
Water Delivery Cost		✓	
Water-Unaccounted	✓		
Recycled Water Service Delivery	✓		
Recycled Water Cost	✓		
Recycled Water-Unused		✓	

	WITHIN BENCHMARK	BELOW BENCHMARK	DATA NOT AVAILABLE
<b>TRANSPORTATION &amp; CIRCULATION</b>			
Roadway Safety		✓	
Roadway Rideability		✓	
Roadway Circulation		✓	
Street Maintenance Light Repair	✓		
Street Maintenance City Signal Recall	✓		
Street Maintenance Sidewalk Repair			✓
Street Maintenance Customer Satisfaction		✓	
Street Maintenance Traffic Flow Satisfaction		✓	
Street Maintenance Cost		✓	
<b>BALANCED COMMUNITY DEVELOPMENT</b>			
CIP Construction Budget	✓		
CIP Construction Timeliness	✓		
CIP Engineering Cost Percentage	✓		
CIP Engineering Costs	✓		
Code Enforcement Responsiveness	✓		
Code Enforcement Customer Satisfaction	✓		
Planning Dept. Service Delivery	✓		
Planning Dept. Customer Satisfaction	✓		
Village Redevelopment Tax Value		✓	
Village Redevelopment Sales Tax		✓	
Village Redevelopment Commercial Vacancy	✓		
Village Redevelopment Permits	✓		
Village Redevelopment Services Investment		✓	
Village Redevelopment Customer Satisfaction	✓		
Section 8 Program Assessment	✓		

